GuestCall®

Paging System Manual

COMPONENTS

Your GuestCall® paging system is comprised of three key elements; samples images of each are located at right.

- The GuestCall transmitter
- The GuestCall pagers (styles may vary)
- The pager charger(s)

QUICK SETUP

1. Lock the antenna to the connector on the transmitter by placing antenna on connector and twisting left to lock in place.
2. Plug the power supply into the transmitter and then into a standard outlet. A surge protector is recommended.
3. Compile charger base(s) and plug charger power supply into charger and then into a standard outlet. The charger bases, for up to 60 pagers, can be connected by small 3 inch "jumper wires. Surge protection is recommended for charging bases.

4. Add pagers to chargers. Coaster pagers will go on top of the charger, no more than 15 high per charger; paddle pagers in the slots. The charge light will illuminate on each pager to indicate charging. Pagers will be fully charged in 2-4 hours.

SYSTEM USE

1. Remove a GuestCall pager from the charger.
2. The pager will flash and vibrate to preview what the alert will look like for the guest.
3. Hand the pager to the guest, stating that the pager will go off when they have been paged.

PAGING A GUEST

To page a guest, enter the 1 – 3 digit pager number into the transmitter and press SEND.
The pager will alert until it is returned to the charger.

SETUP IS COMPLETE

If you have any additional questions, please contact us at 800.359.9737.

GuestCall Coaster Pagers & Charger

GuestCall Paddle Pager

SYSTEM DEFAULT CONFIGURATION

Your GuestCall system was set to default settings listed below prior to shipment.

- Current time is set.
- Out of Range is set to OFF
- Pagers are set to vibrate and flash for 120 seconds.

Instructions for changing these settings are available in the sections that follow.

TRANSMITTER PROGRAMMING

To enter programming mode, press SETUP, use password 1379 and hit ENTER.

Use the */MENU button to scroll and the #/SELECT button to choose the menu option.

Once you have saved your changes hit CANCEL until you return to the main Pager # screen.

SET CURRENT TIME

1. Scroll to SET CURRENT TIME.
2. Set Hours, Press ENTER
3. Set Minutes, Press ENTER
4. Press SELECT for AM/PM
5. Press ENTER to save.
6. Press CANCEL to exit

OUT OF RANGE (Default: OFF)

Out of Range is a "heartbeat" signal that is sent to the pagers from the transmitter. When the Out of Range is ON, the pagers will play a melody when they no longer hear the heartbeat; usually when a guest goes out of range of the transmitter.

To Change Out of Range

1. Ensure all pagers are not with guests.
2. Scroll to OUT OF RANGE.
3. Press SELECT to turn ON
4. Press ENTER and follow each of the 3 prompts.
5. Pagers will light up once they have received the command.
6. Press CANCEL to exit

RANGE TEST MODE

In Range Test mode the transmitter will send a command to the pagers every 10 seconds until turned off.

Turning this feature on and walking around with your pagers will give you an idea of the range of your

THANK YOU FOR CHOOSING iPort Communications.

transmitter. Pagers will light up each time that they receive the message.

When testing range, use 3 pagers to ensure that you have the most accurate reading. When you have reached a point where ALL 3 pagers do not receive 2 consecutive commands then you are out of range.

Perform Range Test

1. Scroll to RANGE TEST
2. Press SELECT to turn ON
3. Press ENTER to start
4. Press CANCEL once test is complete

PAGER PROGRAMMING

SET PAGER ALERT TYPE

Use this feature to change the way the pager alerts when paged. *Default is Flash & Vibe*

1. Ensure all pagers are not with guests.
2. Scroll to SET PAGER ALERT.
3. Press SELECT to choose the alert style
4. Press ENTER and follow each of the 3 prompts.
5. Pagers will light up once they have received the command.
6. Press CANCEL to exit

SET PAGER ALERT TIME (Default: 120 seconds)

This will allow you to change the length of time that the pager will flash and vibrate.

The functions listed are not in the menus; do not select SETUP for these commands. Does not apply to message pagers.

1. Unplug the power supply from the charger base(s).
2. On the transmitter, key in pager # **1248**, press ENTER
3. When display says ENTER MESSAGE, enter a 4 digit code from the table below.
4. Press SEND to send the command to the pagers

5. Pagers will light up once to indicate they have received the command.

CODE	ALERT TIME
9090	8 SECONDS
9091	15 SECONDS
9092	30 SECONDS
9093	60 SECONDS
9094	120 SECONDS (default)
9095	180 SECONDS
9099	CONTINUOUS

NOTE: If Pre-Set Messages are set to ON, then it will be required to press ENTER one more time after Step #2
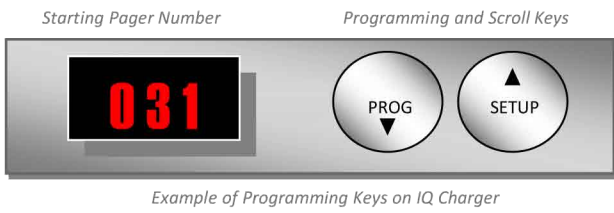
EXAMPLES

1248 > ENTER > 9092 > SEND   -OR-
1248 > ENTER > ENTER >9093 > SEND if Pre-set is ON.
Pagers will light up to indicate acceptance of the changes.

AUTO RENUMBERING PAGERS

Starting Pager Number   *Programming and Scroll Keys*

Example of Programming Keys on IQ Charger

Use this function to change pager numbers on IQ Charger ONLY. Image below.

Be sure that all pagers are returned to charger before performing this procedure.

Each charger must be programmed separately.

1. Place pagers into charging base ensuring that all

pagers have 'clicked' into place and you see the red charging light. They <u>do not</u> have to be in any order.
2. Press and hold PROG for 8 seconds until the charger beeps. The display will show **WRT**.
3. Press and hold PROG again for 3 seconds until the charger beeps. The display will show **PROG**.
4. Pager will reprogram in numerical order based on the starting pager number. When complete the display will say **END** and reset to showing the starting pager number.

For ALL IN ONE TRANSMITTER

1. Press SETUP, use password 1379 and hit ENTER.
2. Select PROGRAM PAGER #, press ENTER
3. Enter the starting pager # using 3 digits, e.g. 001.
4. Press ENTER to automatically renumber.
5. Press CANCEL repeatedly to exit programming.

For DIGITAL COASTER or PADDLE PAGERS

You must have a standalone transmitter to reprogram digital coaster or paddle pagers. This function will not work with transmitters integrated to 3rd party software solutions.

Programming commands are sent over the air and can only be programmed on 1 pager at a time. Each command must be completed within the first 30 seconds after the pager is placed on/in the charger. If more than 30 seconds have elapsed return to step 1.

1. Ensure charger is plugged in.
2. Place 1 pager at a time on the charging base.

3. From the transmitter, key the OLD pager number, press ENTER.
4. When the display says 'Enter Message', press * (star) followed by the NEW 3 DIGIT pager number, press SEND. Pager number will change to new number.

For example: Changing # 31 to #4.

- Place #31 on charger.
- From transmitter, key 31, ENTER.
- Key *004, SEND

FREQUENTLY ASKED QUESTIONS

What should I do when all my pagers start playing a melody or vibrating and cannot be paged.

- The pagers are playing the OUT OF RANGE melody. See the instructions above for changing the OUT OF RANGE. Returning the pagers to the charger will stop the melody.

The pagers flash and vibrate when first removed from the charger. Should this happen?

- Each pager when removed from the charger will display one demonstration page.

Some digital guest pagers do not have a number showing on the display. Why is that?

- If the pager is out of the charger, the battery is likely low or dead. Charge the pager for 2 hours.
- If the pager is on/in the charger, remove the pager from the charger and replace it. That should resolve the issue.

I have lost some pagers, how do I replace them?

- Call us at 800-359-9737.

What is the expected battery life? Can I buy replacements?

- iPort batteries should last up to 3 years with proper use. Digital pagers will display **LO**

when the batteries are below functional operating strength.

- Try charging the pager before considering replacement batteries. If after 4 hours the pager still indicates **LO**, contact iPort to order replacement batteries.

What is the process if I need to repair a pager?

- Obtain a repair form from the iPort website, www.iportcommunications.com, under SUPPORT.
- Ship pagers needing repair <u>and</u> a copy of the form to the address listed below.
- Make sure your company information is on all correspondence **including** the outside of the shipping box.
- Ship in a traceable manner. Insure the package.

iPort is not responsible for packages lost in transit toiPort. Save the tracking number.

- You are only responsible for all expenses related to sending the repairs to iPort
- During the warranty period, iPort will repair and return pagers via UPS ground to you at no cost. Expedited shipping is at the customer's expense.
- Shipping address:

  iPort Communications, Inc.
  1590 W. Algonquin Road # 166
  Hoffman Estates, IL 60192
  ATTN: Repairs

CONTACT US

Phone: 800 – 359 – 9737
Email: IPORT@IPORTCOMMUNICATIONS.COM
Web: WWW.IPORTCOMMUNICATIONS.COM